



STATE OF MICHIGAN  
TERRI LYNN LAND, SECRETARY OF STATE  
DEPARTMENT OF STATE  
LANSING

**BULLETIN**

**DATE:** June 01, 2007  
**TO:** Michigan Repair Facilities and Mechanics  
**FROM:** Bureau of Regulatory Services  
**SUBJECT: TRAINING FOR REPAIR FACILITIES AND MECHANICS**

The Bureau of Regulatory Services' Business Licensing and Regulation Division is offering training to help repair facility personnel understand how to comply with the Motor Vehicle Service and Repair Act and increase positive communication with customers. The trainer will demonstrate how to conduct business within the legal requirements of State law and will explain how doing so may increase the efficiency of your repair business. He will also share his extensive experience working in the repair industry as a mechanic, service advisor and service manager, and for the State as an analyst mediating customer complaints against repair facilities and mechanics. The training is **free**, and registration is first come, first served.

**What will be covered?**

- [www.Michigan.gov/sos](http://www.Michigan.gov/sos) Web site
- Repair Facility Manual
- Proper written estimates and final invoices
- Record keeping requirements
- Repair facility and mechanic responsibilities
- Common mistakes to avoid
- Other basic requirements

**Where will classes be held?**

Most daytime classes will be held at the Operations Center (State Secondary Complex, Lansing) and 2 sessions in Traverse City as indicated on page 2 of this bulletin. The evening sessions are indicated with footnotes on page 2 of this bulletin. **Picture ID is required to enter state office buildings.**

**How should interested staff register?**

Contact the Dealer and Repair Resource Section at **(517) 373-6993**. Class size is limited—register early!

**When will training be offered?**

<u>Date</u>	<u>Day of Week</u>	<u>Times</u>	<u>Location</u>
June 22	Friday	2 p.m. to 5 p.m.	Operations Center Building
July 13	Friday	9 a.m. to 12 p.m.	Operations Center Building
July 20	Friday	10 a.m. to 1 p.m.	Traverse City Area District Library
July 20	Friday	2 p.m. to 5 p.m.	Traverse City Area District Library
August 10	Friday	2 p.m. to 5 p.m.	Operations Center Building
August 22	Wednesday	6 p.m. to 9 p.m. <sup>1</sup>	Kent Career/Technical Center
September 6	Thursday	2 p.m. to 5 p.m.	Operations Center Building
September 19	Wednesday	6 p.m. to 9 p.m. <sup>2</sup>	Oakland/Technical Campus SW
October 3	Wednesday	6 p.m. to 9 p.m. <sup>1</sup>	Kent Career/Technical Center
October 17	Wednesday	6 p.m. to 9 p.m. <sup>3</sup>	Lansing Community College
October 30	Tuesday	6 p.m. to 9 p.m. <sup>2</sup>	Oakland/Technical Campus SW
November 16	Friday	9 a.m. to 12 p.m.	Operations Center Building
November 28	Wednesday	6 p.m. to 9 p.m. <sup>3</sup>	Lansing Community College
December 7	Friday	9 a.m. to 12 p.m.	Operations Center Building

**Links to online directions for daytime and evening sessions**

- [Kent Career/Technical Center](#)
- [Oakland/Technical Campus Southwest](#)
- [Lansing Community College/West Campus/M-TEC](#)
- [Operations Center](#)
- [Traverse City Area District Library](#)

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<sup>1</sup> Kent Career/Technical Center, 1655 East Beltline, N.E., Grand Rapids, 49525

<sup>2</sup> Oakland/Technical Campus Southwest, 1000 Beck Road, Wixom, 48393

<sup>3</sup> Lansing Community College/West Campus/M-TEC, 5708 Cornerstone Drive, Lansing, 48917